

**State of Tennessee
Sourcing Event 9410
Specifications
F&A – DHS Servers - HP**

1.0 Preliminary Scope/Purpose

The purpose of this document is to establish a one year contract to be managed by the Department of Finance & Administration, Strategic Technology Solutions (STS) and the Central Contract Office (CPO) for the contract of the attached listed hardware.

2.0 Single Point of Contact for Purchase Management

The vendor must designate one person on the vendor's staff as the single point of contact between the vendor's organization and the State. This representative should be knowledgeable about the technology this contract addresses and should fully understand the State's technical requirements.

The vendor's single point of contact must have ready access to the manufacturer's order management, warranty service, and technical resources and must be fully knowledgeable about current issues relating to the provision, timeliness, and quality of contracted hardware, software, and services and fully knowledgeable about current technical issues involving contracted products and the vendor's and the manufacturer's plans for product changes.

The vendor must provide the State, and must keep current, emergency/off-hours contact information for the single point of contact and a list of emergency vendor contacts that can act as and perform all the duties of the single point of contact, when the designated single point of contact is not available.

3.0 Technical Organization

This organization must be available each business day to centralized State personnel from 7:00 A.M. until 4:30 P.M., Central Time via a single, toll-free number; it must also have clearly defined timeframes and procedures for escalating unresolved technical issues. This organization must make arrangements, acceptable to the State, for linkages with the manufacturer's warranty organization or the manufacturer's technical support/warranty organization for 7 X 24 technical support for equipment covered by 7 X 24 warranties.

When technical support is required, the vendor and the manufacturer must provide the State priority access to the manufacturer's technical support organization.

4.0 Warranty Organization

All warranty service must be provided by the manufacturer. The warranty organization is also critical to the success of a technology contract. Warranty staffing levels, technical training and qualifications of staff, logistics support of this staff, timely access to replacement equipment, and geographical coverage of the State have a significant impact on warranty service delivery under this contract.

The warranty organization must be available to centralized State staff and State Agency staff each business day from 7:00 A.M. until 4:30 P.M., Central Time via a single, toll-free number. It must also make resources available to the State 24 hours a day, 365 days per year for providing (for those systems for which this warranty service is contracted) 7 X 24 warranty service within the timeframes specified.

The warranty organization must have or have access to in-place inventories of replacement equipment, diagnostic tools, and service manuals to support the warranty service needs of the State. These inventories must be available to service staff in a manner that allows warranty service to be completed within the timeframes specified.

The warranty organization must have systems for monitoring and reporting to the State the progress and completion of warranty service. These systems must include escalation procedures.

5.0 Warranty Service Call Procedures

In providing warranty service, the Manufacturer will be required to comply with the following procedures:

The Contractor must make available to the State (at no cost to the State) access to the Manufacturer through the Internet (via DSL, cable, modem, a T1 circuit, etc.) or another type of high speed (non-dial-up) link allowing for the immediate communication of detailed information relating to the provision of services under this contract.

The Contractor must also provide the State a single point of Contact for the Manufacturer to which the State will direct all service/maintenance incidents, an e-mail address for this contact, and a toll-free voice telephone number to be used by the State to discuss the status of incidents and inquire about other contract-related matters. Additionally, the Contractor must provide the State a manufacturer toll-free telephone and/or pager number, to be monitored continuously during non-PPM times, 'mission-critical' timeframes.

The Manufacturer will be supplied with the OSD telephone numbers, REMEDY routing codes, e-mail address, and relevant OSD agent name(s) at the time of award.

6.0 Warranty Service and Requirements

The manufacturer's warranty shall include Technical Assistance and Support and On-Site Parts and Labor Equipment Maintenance for Newly Contracted Equipment. This shall be at no cost.

Summary of Warranty Service Requirements

	Metropolitan Areas including Smyrna Data Center		Non-Metropolitan Areas	
Service Type	Call Received by Vendor*	Service Completed	Call Received by Vendor*	Service Completed
Standard Service	By noon CST/CDT business days	By noon CST/CDT next business day	By noon CST/CDT business days	By 3:00 PM CST/CDT next business day
Standard Service	By 3:00 P.M. CST/CDT business days	By 10:00 A.M. CST/CDT second business day following	By 3:00 P.M. CST/CDT business days	By 1:00 P.M. CST/CDT second business day following
Expedited Service: Davidson & Contiguous Counties including Smyrna Data Center	By 3:00 P.M. CST/CDT business days	By/within later of 9:00 AM CST/CDT next business day or 6 business hours	N/A	N/A
Expedited Service: All Other Counties	By 3:00 P.M. CST/CDT business days	By/within later of 11:00 A.M. CST/CDT next business day or 8 business hours	By 3:00 P.M. CST/CDT business days	By/within later of 2:00 P.M. CST/CDT next business day or 10 business hours
7 X 24 Service: Data Center Davidson & Contiguous Counties including Smyrna Data Center	Between 7:00 A.M. and 4:30 P.M. CST/CDT business days	Within 4 clock hours	N/A	N/A
7 X 24 Service: Data Center Davidson & Contiguous Counties including Smyrna Data Center	All other times	Within 6 clock hours	N/A	N/A

For standard and expedited service, calls received by the Vendor after 3:00 P.M. CST/CDT will be considered received at 8:00 A.M. CST/CDT the next business day.

*The "time that the call is received by the Vendor" will be adjusted to the "time that information needed to diagnose the malfunction is provided by the Agency" when the Vendor

1. Attempts to contact the Agency within 1 hour of receiving notification of a malfunction, and
2. Is unable to secure this information from the Agency within 1 hour of the first attempt, and
3. Documents these events to the State within 2 hours.

On-site parts and labor warranty service is required on all server equipment for the greater of 48 months or the manufacturer's warranty period. The escalation period begins when the times identified in the "Service Completed" Columns, above, are reached without return of the failed equipment to operational status.

7.0 On-Site Parts and Labor Equipment Warranty/Service

All equipment ordered under this contract must be registered with the manufacturer for all warranties to which the ordering Agency is entitled. The responsibility to register this equipment with the manufacturer for these warranties lies solely with the Contractor.

All equipment delivered under this Contract must be warranted for parts and labor on-site as specified in this ITB, except as otherwise noted in this ITB, from the date of invoice for the greater the manufacturer's warranty period. The Contractor must honor all warranties extending beyond the expiration or cancellation of the Contract as if the Contract were in place.

Standard parts and labor warranty service for equipment ordered through this contract must be provided on-site by the Manufacturer at no cost to the State during the Contract of the State's ownership or during the manufacturer's warranty period.

All equipment repaired or replaced under warranty must be warranted until the later of: A) the end of the original warranty period, or B) ninety (90) days after equipment repair or replacement; except that all equipment failing more than twice during the first sixty (60) days after delivery or more than three (3) times during the first year of the warranty period must be replaced by the Manufacturer with new equipment and must be provided with a new equipment warranty.

The Manufacturer must report warranty service completion to State staff no later than the day it was accomplished. If the service is not completed within the required timeframe, the Manufacturer must immediately initiate warranty service escalation procedures and report daily to State staff the progress of the escalated service until service has been completed.

The State will initiate warranty service by contacting the Manufacturer. The on-site warranty service completion timeframes specified in this section will be calculated from the time the State contacts the Manufacturer. Generally, the State will make equipment covered under on-site warranty available to the Vendor for warranty service during business hours; these hours are 7:00 A.M. until 4:30 P.M. CST/CDT. The State may elect to extend these hours past 4:30 P.M. on a case by case basis. If the State elects not to extend past 4:30 P.M. the time the equipment is made available to the Manufacturer to complete warranty service, the Manufacturer must resume work at 7:00 A.M. the next business day. Access to equipment covered under 7 X 24 X 365 warranty service will be made available to the Manufacturer for warranty service at all times. A service call is completed only when the malfunctioning device has been returned to operational status or replaced with a fully operational device.

The Manufacturer must report warranty service completion to State staff no later than the day it was accomplished. If the service is not completed within the required timeframe, the Manufacturer must immediately initiate warranty service escalation procedures and report daily to State staff the progress of the escalated service until service has been completed.

There shall be no additional charges for travel, shipping, materials, parts, labor, or any other item associated with on-site warranty service.

8.0 Technical Assistance and Support

The Vendor must provide or must make available to State staff, throughout this contract, current technical product information about, and ongoing technical support for, equipment and software purchased under this contract. This ongoing technical assistance and support must be provided by the Vendor or made available from the manufacturer through a toll-free telephone number at no cost to the State and must fully and completely address the State's needs in the following areas:

- Identifying and resolving configuration, set-up, operation, troubleshooting, problem resolution, security, and upgrade issues relating to equipment and software.
- The integration, interfacing, compatibility, and performance of equipment and software.
- The interoperability of all equipment and software with the State's multilayered hardware, software, security, and communications environments.
- Technical assistance and support must be provided throughout the contracted equipment warranty period, both at no cost to the State.

9.0 Responsibility of Vendor when Server is Replaced

It is the responsibility of the vendor when a server is replaced under warranty to properly register the new server's serial number to ensure that the replacement unit is properly covered under the manufacturer's warranty

10.0 Delivery Requirements

Order shall not exceed twenty (20) calendar days from receipt of purchase order or request for service unless an extension has been previously approved by STS.

STS must be notified within fifteen (15) calendar days of the manufacturer receiving the purchase order when manufacturer back orders are apparent.

11.0 Technical Requirements

All Server systems and management software provided must:

- use industry-standard interfaces.
- be identified by model number and manufacturer's serial number.
- be accompanied by complete industry standard owners/operators manuals, installation instructions, and technical documentation for such product. This documentation may be provided as electronic copy or through an online source.
- fully support and remain compatible throughout the term of the contract with the current version of client software for, and must interoperate successfully with, Microsoft Windows Server 2003 Standard Edition, Enterprise Edition, Web Edition, R2 Standard Edition (32-bit and 64-bit versions), R2 Enterprise Edition (32-bit and 64-bit versions); and Microsoft Windows Server 2008 Standard Edition (32-bit and 64-bit versions), Enterprise Editions (32-bit and 64-bit versions), and R2 Enterprise/Data Center Edition, 64-bit edition and the then-current versions of each of these software packages; however, these requirements are waived for any software version designated "end of life" by the publisher and/or for which support has been withdrawn by the publisher

- fully support Linux
- fully support VMWare ESX Server Version 3.5, Server Version 4.X, and the then current versions of these software packages; however, these requirements are waived for any software version designated "end of life" by the publisher and/or for which support has been withdrawn by the publisher.
- be UL/CSA certified
- be accompanied, by all industry standard software, cabling, terminating resistors, and mounting brackets/hardware for such products. This software, cabling, terminating resistors, and mounting brackets/hardware must permit the installation and successful operation of the hardware as an originally installed or upgrade device, as ordered
- be provided with electronic media that contain the most recent drivers and the management software provided with the system. This media must enable the system administrator or system user to execute, install and/or reinstall the management software, set-up software tools and management agents delivered with the system, and to re-load the drivers provided initially with the system
- provide, fully support, and fully implement, at no additional cost, remote management that utilizes a dedicated administrative port providing dedicated LAN connectivity and 256-bit Secure Socket Layer (SSL) security and that includes support for 128-bit SSL. This remote management implementation must provide remote access to and allow for the remote management of the display, keyboard, and mouse of the server utilizing a graphical interface, must allow for the management of system power, including power-on (startup) and power-off (shut-down), must provide virtual floppy and virtual CD functionality. Any required device drivers must be included. This remote management implementation must not require additional software on the client or the server system
- be provided with redundant power supplies that meet Energy Star for Server requirements and that support the system as configured in the Maximum Configuration Statement for the specific platform
- be provided with a power cord or power cords. All server systems must be provided with IEC-IEC a power cords that connect to a PDU

12.0 Requirement for New Equipment

Vendor shall provide only new and the latest equipment for the initial contracted equipment, unless otherwise stated. Used, remanufactured, rebuilt, reconditioned, or prototype equipment will not be accepted as new.

13.0 Equipment Integration and Interoperability

The Vendor must meet all equipment integration and interoperability requirements specified and must provide these services at no cost to the State.

The Manufacturer must install all contracted hardware, features/components, and software into configured systems as ordered and is responsible for the compatibility and performance of these systems and associated peripherals. The Vendor must rectify, within thirty (30) calendar days of notification, the failure of hardware and/or software integration to provide acceptable functioning and performance.